VI. Billing Test Section

A. Overview

~~The purpose of this section is to define the billing tests needed to prove nondiscriminatory access to BellSouth's OSS in order to comply with the Georgia Order and the Act.~~The purpose of this section is to define the specific billing tests to be undertaken in evaluating the systems and related operational elements associated with BellSouth's establishment and maintenance of business with CLECs.

B. Scope

The ~~billing~~billing domain test scope is defined ~~by the following test dimensions~~in the following table: ~~interface, test objective, product category, and test technique. The test cycles are based upon those combinations of test dimensions that are required within the scope of the Georgia Order~~The table identifies the test target, the interface under test, the primary test objective(s), the BST product offering, and the test technique(s) to be employed.

| Test Cycles | Test Dimensions | | | |
	Interface	Primary Test Objective	Product Category	Test Technique
BLG-1: CRIS/CABS Invoicing Functional Test	CRIS CABS	Functionality, Quality	UNE	Transaction Processing, Inspection, Interview
BLG-2: ODUF/ADUF Usage Functional Test	ODUF ADUF	Functionality, Quality	UNE	Transaction Processing, Inspections, interviews
BLG-~~3~~4: CRIS/CABS Invoicing ~~Scalability~~Capacity Management Evaluation	CRIS CABS	~~Volume & Scalability~~Processing Capacity	UNE	Inspection, Interview
BLG-~~5~~4: ODUF/ADUF ~~Usage Scalability~~Capacity Management Evaluation	ODUF ADUF	~~Volume & Scalability~~Processing Capacity	UNE ~~Resale~~	Inspection, Interview

BLG-56: Billing Performance Results Comparison	CRIS CABS ODUF ADUF	Performance Reporting Verification	UNE Resale	Performance Comparison, Inspection, Interview
BLG-67: CRIS/CABS Invoicing Documentation Evaluation	CRIS CABS	Documentation	UNE	Document Review, Interview
BLG-78: ODUF/ADUF Documentation Evaluation	ODUF ADUF	Documentation	UNE Resale	Document Review, Interview

Figure VI-I: Billing Test Cycles

Note: When an interface type or product category is not specified in the test cycle title, it is assumed that all types are incorporated into that particular test cycle.

C. Test Cycles

1.0 BLG-1: CRIS/CABS Invoicing Functional Test

1.1 Description

The CRIS/CABS Invoicing Functional Test will evaluate the functional elements of the carrier invoicing process for UNEs as delivered to CLECs by the CRIS/CABS interface. The test consists of a transaction driven segment and a process evaluation segment.

For the transaction driven segment, BST will establish an initial billing test bed consisting of activated retail accounts, and additional facilities reserved for subsequent use by the Test Manager in simulation of a CLEC. The billing test bed will support multiple OCNs and accounts will span several billing cycle dates for both CRIS and CABS. The Test Manager will submit service orders against the test bed. These orders will include new installs, migrations to the CLEC, changes and disconnects. Specific orders will be selected from the scenarios shown in **Appendix B-4: Billing Scenarios**. Calls will be placed on provisioned lines to generate usage. The service orders and usage will result in invoice detail subject to evaluation by the Test Manager. This test cycle will be executed by placing test calls on those UNE scenarios selected for provisioning as part of the EDI/TAG functional tests (O&P 1 and O&P 2). HP or the Test Manager will place calls on provisioned lines to generate usage and invoice detail. The functional elements of UNE invoicing to be specifically targeted by this test include usage and measured rate billing, recurring and non-recurring charges, pro-ration of charges, recording of account configuration changes, adjustments, and accuracy of invoice line-item details and summary level sections delivered by both the CABS/CRIS systems. HP will use process walk throughs/interviews to ensure quality of internal processes.

BLG-1 transaction testing activities and findings will be coordinated with the BLG-2 (Usage), BLG-5 (Performance) and BLG-6 (Documentation) tests.

The process oriented sub-tests are designed to ensure that BST internal procedures for producing and distributing customer bills are such that quality and timeliness are ensured. Inspections of the relevant processes and interviews with responsible BST parties will be conducted.

~~The invoicing test cycle will require BellSouth to establish an initial test bed of billed accounts prior to the execution of the O&P functional tests in order to generate a baseline set of invoices. By generating provisioned orders with different OCNs, the test will be able to generate calls between OCNs, thereby creating additional scope coverage for the overall Test, which will be verifiable within BLG-7. Given the long lead times associated with this test, execution will be limited to two billing cycles following the baseline run. This duration should be adequate to drive the applicable test cases through the front-end systems and assess the accuracy and consistency of BellSouth's OSS functionality. BLG-2 will be executed simultaneously to ensure an accurate comparison between the daily usage feeds and the carrier invoices.~~

~~The Test Cycle Manager will coordinate efforts with BellSouth to ensure that BellSouth's and HP's performance measurement systems are prepared to track test transaction performance prior to beginning the Test. Performance data will be collected through test management tools and delivered to the Billing Performance Results Comparison Test (BLG-6) as input to the test execution function report.~~

~~All provisioned LSRs will be billed.~~

~~The test scenarios associated with the CRIS/CABS Invoicing functional test may be found in Appendix B-4: Billing Test Scenarios.~~

1.2 Objective

The objective of the CRIS/CABS Invoicing Functional Test is to validate the completeness and accuracy of the CRIS/CABS carrier billing and invoicing process in accordance with BellSouth's published specifications.
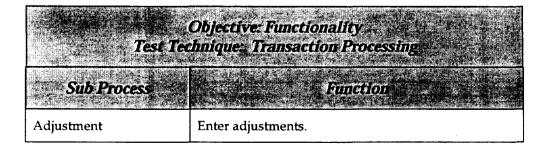
1.3 Entrance Criteria

- Global Entrance Criteria ~~must be~~ satisfied.

- Detailed Billing guidelines ~~must be~~ obtained from BellSouth.

- Billing invoice delivery mechanisms ~~must be~~ established.

- Test scenarios and cases ~~must be~~ provisioned.

- Test-bed databases, including all required previously provisioned accounts in the CRIS/CABS and other related systems ~~must be~~ loaded for Billing.

- ~~BellSouth's and HP's p~~Performance measurement tracking systems ~~must be~~ prepared to track test transactions.

- Test case execution ~~must be~~ scheduled.

- Detailed test cycle checklist ~~must have been~~ created.

- ~~—~~

- Test logs and validation instructions ~~must have been~~ created and results reporting template completed.

- Test execution team ~~must be~~ identified, scheduled, and trained ~~before the first bill receipt.~~

- Documentation of BST bill production and distribution procedures obtained.

- Interview guide/questionnaire developed.

- Interviewees identified and scheduled.

- ~~A portion of the billing scenarios in O&P 1 and O&P 2 must be completed.~~

- Test Plan and evaluation criteria ~~must be~~ defined and approved.

1.4 Test ~~Cycle~~ Scope

The test scope will address the following sub-processes and functions to evaluate CRIS/CABS functionality.

Objective: Functionality Test Technique: Transaction Processing	
Sub-Process	**Function**
Adjustment	Enter adjustments.

Objective: Functionality Test Technique: Transaction Processing	
Sub Process	**Function**
	Track adjustments.
Maintain Bill Balance	Carry balance forward.
Review Bills	Verify normal recurring charges.
	Verify one-time charges.
	Verify prorated recurring charges.
	Verify usage charges.
	Verify adjustments (debits and credits).
	Verify late charges.
Balance Cycle	Define balancing and reconciliation procedures.
	Produce control reports.
	Release cycle.
Deliver Bill	Deliver bill media.
Maintain Bill History	Maintain billing information.
	Access billing information.
Request resend	Deliver bill media.

Figure VI-II: CRIS/CABS Invoicing Functional Test Scope

1.5 Test Activities

1. Review BellSouth Billing documentation.
2. Using test cases derived from the test scenarios found in Appendix B-4, perform each function listed in the test scope.
3. Assess accuracy of each system function as documented.
4. After executing orders, receive and validate the bills.
5. Capture results.

6. Compare actual results with the expected results and tabulate findings.

7. Interview BellSouth Subject Matter Experts to ensure quality of internal processes.

8. Report any *Severity 1, 2, and 3* test exceptions.solve exceptions.

1.6 Exit Criteria

Test activities must be completed.

Change control must be completed.

Verification must be completed.

- Global Exit Criteria satisfied.

Data must be captured by testing tool and stored in Data Capture Database.

- Expected results versus actual test case results must be-reported.

- Confirmation steps must be-completed.

- Test report must be-generated.

- Exit review completed.

Call logs must be completed.

2.0   BLG-2: ODUF/ADUF Usage Functional Test

2.1 Description

The Daily Usage File (DUF) Test will evaluate the functional elements of daily message/usage processing for UNE ports as delivered to CLECs by the ADUF/ODUF interfaces. This test cycle will be executed by HP the Test Manager placing test calls on those UNE port or loop port scenarios selected for provisioning as part of the EDI/TAG functional tests (O&P-1 and O&P-2). The functional elements of daily message/usage processing for UNE ports to be specifically targeted by this test include the completeness and accuracy of the call details across a variety of incoming and outgoing call types, changes in account disposition/configuration, and CO switch types.

The message/usage processing test cycle will require BellSouth to establish an initial test bed of billed accounts prior to the execution of the O&P functional tests in order to generate BellSouth retail customer usage. This test will take place across two billing

cycles in order to capture daily usage events that can be compared to the carrier invoices delivered via the CRIS/CABS interfaces. The test consists of a transaction driven segment and a process evaluation segment.

For the transaction driven segment, BST will establish an initial billing test bed consisting of activated retail accounts, and additional facilities reserved for subsequent use by the Test Manager in simulation of a CLEC. The Billing test bed will support multiple OCNs and accounts will span several billing cycle dates for both CRIS and CABS. The Test Manager will submit service orders against the test bed. These orders will include new installs, migrations to the CLEC, changes and disconnects. Specific orders will be selected from the scenarios shown in **Appendix B-4: Billing Scenarios**. Calls will be placed on provisioned lines to generate usage. The calls will consist of multiple call types and will be placed in multiple venues. The usage will result in DUF detail subject to evaluation by the Test Manager.

BLG-2 transaction testing activities and findings will be coordinated with the BLG-1 (Invoicing), BLG-5 (Performance) and BLG-7 (Documentation) tests.

The process oriented sub-tests are designed to ensure that BST internal procedures for producing and distributing daily usage files are such that quality and timeliness are ensured. Inspections of the relevant processes and interviews with responsible BST parties will be conducted.

~~The Test Cycle Manager will coordinate efforts with BellSouth to ensure that BellSouth's and HP's performance measurement systems are prepared to track test transaction performance prior to beginning the test. Test cycle performance data will be collected and delivered to the Billing Performance Results Comparison Test (BLG-6) and the CRIS/CABS Invoicing Functional Test as input to the test execution function.~~

~~The test scenarios associated with the Daily Usage File Functional Test may be found in **Appendix B-4: Billing Test Scenarios.**~~

2.2 Objective

The objective of the ODUF/ADUF Usage functional test is to assess the accuracy, ~~and~~ completeness and timeliness of the daily usage file message processing capability as described in BellSouth's published specifications.

2.3 Entrance Criteria

- Global Entrance Criteria ~~must be~~ satisfied.

- Detailed Billing guidelines ~~must be~~ obtained from BellSouth.

- Billing usage data delivery mechanisms ~~must be~~ established.

- Test scenarios and cases ~~must be~~ provisioned.

- ~~The t~~Test-bed ~~databases, including all required previously~~ provisioned ~~accounts in CRIS/CABS and other related systems must be loaded for Billing.~~

- ~~BellSouth's and HP's p~~Performance measurement tracking systems ~~must be~~ prepared to track test transactions.

- Test case execution ~~must be~~ scheduled.

- Detailed test cycle checklist ~~must have been~~ created.

- ~~.~~

- Test logs ~~must have been~~ created and results reporting template completed.

- Test execution team ~~must be~~ identified, trained and scheduled.

~~A portion of the billing scenarios in O&P 1 and O&P 2 must be completed.~~

~~Test Plan and evaluation criteria must be defined and approved.~~

- ~~Exception reporting process must be defined and developed.~~ Documentation of BST DUF production and distribution procedures available.

- Interview guide/questionnaire developed.

- Interviewees identified and scheduled.

- Test Plan and evaluation criteria defined and approved.

~~A list of BST personnel to be interviewed must be acquired.~~

2.4 Test ~~Cycle~~ Scope

Objective: Functionality	
Test Technique: Transaction Processing	
Sub-Process	**Function**
Receipt of Usage by BellSouth	Receive switch records at data center.
	Verify DUF data.
Daily Usage Feed	Create usage feed.
	Define balancing and reconciliation procedures.
	Route usage.
Deliver Usage to CLECs	Send direct connect.
	Acknowledge arrival.
Maintain Usage History	Create usage backup.
	Request backup data.
Status Tracking and Reporting	Track valid usage.
	Account for no usage.
	Account for missing usage (gaps).

Figure VI-IV: ODUF/ADUF Usage Functional Test

2.5 Test Activities

1. Review BellSouth billing documentation.

2. Using test cases derived from the test scenarios found in Appendix B-4, perform each function listed in the test scope.

3. Assess accuracy of each system function as documented.

4. Capture results. in integrated man.agement tool.

5. Compare actual results with expected results and tabulate findings.

6. Interview BellSouth Subject Matter Experts to ensure quality of internal processes.

7. Report any Severity 1, 2, and 3 testsolve exceptions.

2.6 Exit Criteria

~~Test activities must be complete.~~

~~Change control must be complete.~~

~~Verification must be completed.~~

- Global Exit Criteria satisfied.

~~Data must be captured by Testing Tool and stored in the Data Capture Database.~~

- Expected results versus actual test case results ~~must be~~ reported.

- Confirmation steps ~~must be~~ completed.

- Call Logs ~~must be~~ completed.

- Test Report ~~must be~~ generated.

- Exit review completed.

~~3.0~~

_34.0_ _BLG-34: CRIS/CABS Invoicing ~~Scalability~~ Capacity Management Evaluation_

34.1 Description

The CRIS/CABS Invoicing ~~Scalability~~ Capacity Management Evaluation is a detailed review of the safeguards and procedures in place to plan for and manage projected growth in the use of ~~review technical architecture and direct maintenance and support processes~~CRIS/CABS applications for bill generation and invoicing. ~~technical reviewmodularity of the technology architecture, data architecture, and application architecture to assess scalability. The operational review will focus on the work capacity of existing support resources and the number of resources required to maintain the future CRIS/CABS technology architecture.~~

34.2 Objective

~~Scalability determine the degree to which thecan scale to accommodate projected YE01 transaction volumes~~

The objective of this evaluation is to determine the extent to which procedures to accommodate increases in CRIS/CABS invoicing transaction volumes and users are being actively managed.

34.3 Entrance Criteria

- Global Entrance Criteria ~~must be~~ satisfied.

- Availability of documentation identified as input.

- Interview guide / questionnaire developed.

- Interviewees identified and scheduled.

- Detailed evaluation checklists developed.

- ~~Detailed billing system and process documentation must be received from BellSouth.~~

- ~~Test execution team must be identified, trained, and scheduled.~~

- ~~.Input from CRIS/CABS system performance measurement data must have been received.~~

~~Interview and walk-through arrangements must be finalized.~~

- Test Plan and evaluation criteria ~~must be~~ defined and approved.

- ~~CRIS/CABS YE01 volumes must be defined.~~

34.4 Test ~~Cycle~~ Scope

The test scope will address the following sub-processes and functions to evaluate CRIS/CABS ~~scalability~~capacity management.

Objective: ~~Volume & Scalability~~Capacity Management Test Technique: Inspection and Interview	
Sub-Process	Function
CRIS/CABS ~~Scalability~~Capacity Management	~~Evaluate event collection.~~Evaluate business volume tracking and forecasting

Objective: ~~Volume & Scalability~~Capacity Management Test Technique: Inspection and Interview	
Sub-Process	**Function**
	~~Evaluate manual processes.~~Evaluate resource usage tracking and forecasting
	~~Evaluate systems.~~Evaluate performance management processes
~~Manage Capacity Planning~~	~~Identify capacity planning procedures.~~Evaluate capacity management processes
	~~Evaluate capacity planning procedures.~~
	~~Review staffing plans.~~

Figure IX-VI: CRIS/CABS ~~Invoicing Scalability~~Capacity Management Test

34.5 Test Activities

Interviews will be conducted with system administration personnel responsible for the operation of CRIS/CABS invoicing. These interviews will be supplemented with an analysis of BellSouth capacity management procedures as well as evidence of related activities such as: periodic capacity management reviews; system reconfiguration/load balancing; and, load increase induced upgrades.

1. ~~Identify all system and process documentation available for review.~~Review procedural and other documentation related to CRIS/CABS capacity management.

~~2.~~ ~~Conduct structured review of documentation.~~

2~~3~~. Conduct interviews with key systems administration and ~~development and~~ support personnel as appropriate.

3~~4~~. Document findings.

~~5.~~ ~~Report *Severity 1, 2, and 3* test exceptions.~~

34.6 Exit Criteria

~~Scalability evaluation matrix must be completed.~~

- ~~Interviews must be summarized.~~Global Exit Criteria satisfied.

Section VI - Billing   Page VI-12

Georgia OSS Evaluation
Master Test Plan
Version 3 2.0

- ~~Summary findings and conclusions test activities must be completed.~~Documentation reviews completed.

- ~~Change control must be completed.~~Interviews completed.

- ~~All evaluations must be completed.~~Summary findings and conclusions.

- Exit review completed.

  ~~Work papers must be finalized.Exit review must be completed.Outputs must be documented, reviewed, and approved.~~

  ~~Results summary and formatted data must be delivered to KPMG.~~

45.0   BLG-45: ODUF: ODUF/ADUF Daily Usage ~~Scalability~~Capacity Management Evaluation

45.1 Description

The ODUF/ADUF capacity management evaluation is a detailed review of the safeguards and procedures in place to plan for and manage projected growth in the use of ODUF/ADUF interfaces.

~~The ODUF/ADUF Daily Usage Scalability Test is a review of the technical architecture and direct maintenance and support processes for the ODUF/ADUF reporting applications. The technical review will focus on the modularity of the technology architecture, data architecture, and application architecture to assess scalability. The operational review will focus on the work capacity of existing support resources and the number of resources required to maintain the future ODUF/ADUF reporting technology architecture.~~

45.2 Objective

The objective of the ODUF/ADUF Invoicing Capacity Management Evaluation is to analyze the capabilities of BST capacity management functions in relation to the ODUF/ADUF applications and associated billing workforce, and determine whether the procedures are adequate to identify and implement capacity increments to satisfy customer business volumes on a timely basis.

~~The objective of the ODUF/ADUF Daily Usage Scalability Evaluation is to determine the degree to which the ODUF/ADUF reporting applications and associated billing workforce can scale to accommodate projected YE01 transaction volumes.~~

45.3 Entrance Criteria

- Global Entrance Criteria satisfied.

- Availability of documentation identified as input.

~~Detailed usage system and process documentation must be received from BellSouth.~~

~~ODUF/ADUF system performance measurement data must have been received.~~

- Interview Guide / Questionnaire developed.

- ~~and walk-through arrangements must be finalized.~~

- Interviewees identified and scheduled.

- Detailed evaluation checklists developed.

- Test Plan and evaluation criteria ~~must be~~ defined and approved.

~~Global Entrance Criteria must be satisfied.~~

~~Detailed billing guidelines must have been received from BellSouth.~~

~~Test execution team must be identified, trained, and scheduled.~~

~~CRIS/CABS system performance input must have been received.~~

~~Test Plan and evaluation criteria must have been defined and approved.~~

~~CRIS/CABS YE01 volumes must be defined.~~

45.4 Test ~~Cycle~~ Scope

The test scope will address the following sub-processes and functions to evaluate ODUF/ADUF capacity management.~~The scope will address the following sub-processes and functions to access the feasibility of ODUF/ADUF scalability.~~

Objective: ~~Volume & Scalability~~Capacity Management Test Technique: Inspection and Interview	
Sub-Process	**Function**
ODUF/ADUF ~~Reporting Scalability~~Capacity Management	Evaluate business volume tracking and forecasting~~Evaluate event collection.~~
	Evaluate resource usage tracking and forecasting~~Receive CRIS/CABS input.~~
	Evaluate performance management processes~~Evaluate manual processes.~~
	Evaluate capacity management processes~~Evaluate systems.~~
~~Manage Capacity Planning~~	~~Identify capacity planning procedures.~~
	~~Evaluate capacity planning procedures.~~
	~~Review staffing plans.~~

Figure IX-VII: ODUF/ADUF Daily Usage ~~Scalability~~ Capacity Management Evaluation

4~~5~~.5 Test Activities

1. ~~Identify all system and process documentation available for review.~~Review procedural and other documentation related to ODUF/ADUF capacity management.

2. ~~Conduct structured review of documentation.~~

2~~3~~. Conduct interviews with key systems administration ~~development~~ and support personnel as appropriate.

3~~4~~. Document findings.

4~~5~~. ~~Report any *Severity 1, 2, and 3* test~~ Resolve exceptions

4~~5~~.6 Exit Criteria

- Global Exit Criteria satisfied.

- Documentation reviews complete.

- Interviews ~~must be summarized~~completed.

- Capacity management review report completed.

- ~~Summary findings and concluding test activities must be completed.~~

- ~~Change control must be completed.~~

- ~~All evaluations must be completed.~~

- Exit review completed.

- ~~Outputs must be documented, reviewed, and approved.~~

- ~~Results summary and formatted data must be delivered to KPMG.~~

~~6.~~5.0 BLG-~~5~~6: Billing Performance Results Comparison

6.5.1 Description

The Billing Performance Results Comparison is a comparative analysis of billing performance results collected by KPMG~~the test~~ through test management tools and ~~those collected~~ by BellSouth's OSS performance measurement system ~~from BellSouth's OSS~~. The source results collected from BLG-1: -CRIS/CABS Invoicing Functional Test and BLG-2: ODUF/ADUF Usage Functional Test will be compared to BellSouth's performance ~~measures~~ results, accuracy and trends will be identified, and disparities will be analyzed for significance. Overall, for consistency testing, four test results sources will be used and compared to ensure BellSouth accuracy:

- Daily usage files ODUF/ADUF

- CRIS/CABS test invoices

- BellSouth's performance measurement system data collected

- Test Call Log.

6.5.2 Objective

The objective of the Bbilling Pperformance Rresults Ccomparison is to assess the accuracy of BellSouth's wholesale performance metrics results using test transactions.

6.5.3 Entrance Criteria

- Global Entrance Criteria ~~must be~~ satisfied.

- Detailed billing guidelines ~~must be~~ received from BellSouth.

- Test execution team ~~must be~~ identified, trained, and scheduled.

- Test scenarios in BLG-1 and BLG-2 ~~must be~~ completed.

- Test Plan and evaluation criteria ~~must be~~ defined and approved.

6.5.4 Test ~~Cycle~~ Scope

The test scope will address the following sub-processes and functions to compare performance results.

Objective: Performance Test Technique: Performance Comparison	
Sub-Process	**Function**
Invoicing Accuracy	CRIS and CABS bills. ~~Non-Designed UNE (billed through CRIS).~~
	~~Designed UNE (billed through CABS).~~
	~~Port Usage (billed through CABS).~~
Invoice Timeliness	~~Non-Designed UNE (billed through CRIS).~~ CRIS and CABS bills.
	~~Designed UNE (billed through CABS).~~
	~~Port Usage (billed through CABS).~~
Usage Data Delivery Timeliness	Port Usage.
Usage Data Delivery Completeness	Port Usage .
Usage Data Delivery Accuracy	Port Usage.

Figure VI-VIII: Billing Performance Results Comparison

6.5.5 Test Activities

1. Acquire and format BellSouth performance data files.

2. Compare disaggregated BellSouth performance results with actual performance results.

3. Flag any unexplained variance in results comparison and determine next steps in execution and resolution process.

4. Log any unexplained variance in exceptions reporting template.

5. ~~Identify and quantify root cause(s) for variances in results.~~

6. ~~Troubleshoot unexplained variances and determine resolution procedure~~

7. ~~Resolve unexplained variance(s) in accordance with the exception resolution process.~~

8. ~~Determine if test cycle should continue.~~

5.9. ~~Take corrective action and continue the test cycle.~~ Resume results comparison and validation analysis.

6.10. Generate compar~~ativ~~ative analysis results reports.

11. ~~Report any *Severity 1, 2, and 3* test exceptions.~~

6.5.6 Exit Criteria

- Global Exit Criteria satisfied.

- Compar~~ativ~~ative analysis report ~~must be~~ completed.

- ~~Measure variance findings must be documented.~~Results variance findings documented.

- Exceptions report completed.

- Test cycle results summary report ~~must be~~ created.

- ~~Work papers must be finalized.~~Work papers finalized.

- ~~Exit review must be completed.~~Exit review completed.

—

~~Results summary and formatted data must be delivered to KPMG.~~

7.6.0   BLG-~~7~~6: CRIS/CABS Invoicing Documentation Evaluation

7.6.1 Description

The CRIS/CABS Invoicing Documentation Evaluation is an analysis of the BellSouth-provided documentation used by CLECs to interact with BellSouth's invoicing systems

when conducting billing activities. This ~~high level~~ evaluation is intended to review the availability, accuracy and completeness of BellSouth's invoicing systems documentation using a variety of operational analysis techniques. Since there is no direct system interaction with CRIS/CABS, this documentation evaluation will be concerned with analyzing the accuracy of documentation pertaining to connectivity to gather invoices; delivery of invoices; and the overall format and contents of the invoices delivered.

~~7.~~6.2 Objective

The objective of CRIS/-CABS Invoicing Documentation Evaluation is to assess whether the documentation provided by BellSouth adequately assists CLECs in understanding how to interact with BellSouth's billing function. ~~The CRIS/CABS Invoicing Document Evaluation should analyze all aspects of the ability of a CLECs to interact with BellSouth's billing function based on review of the available invoicing process documentation. This evaluation will assess the overall quality and availability of documentation from BellSouth.~~

~~7.~~6.3 Entrance Criteria

- Global Entrance Criteria ~~must be~~ satisfied.

- Detailed billing guidelines documentation ~~must~~ obtained ~~have been received from BellSouth.~~

- Teams staffed, scheduled, and trained.

  ~~Test execution team must be identified, trained, and scheduled.~~

- Billing scenarios in BLG-1 and BLG-2 ~~must be~~ completed.

- Documentation evaluation checklists completed.

- Interview guide/questionnaire(s) completed.

- Interviewees identified and scheduled.

- Exception reports due to documentation from BLG-1 and BLG-2 received.

- BellSouth and CLEC documentation order specialist and user contact information obtained.

- Process for logging incidents identified and accepted.

- ~~Interdependent test cycles scheduled.~~

~~08/16~~10/15/1999   Georgia OSS Evaluation

Master Test Plan

Section VI - Billing   Page VI-19   Version ~~3~~2.0

- Test Plan and evaluation criteria must be defined and approved.

7.6.4 Test Cycle Scope

The test scope will address the following sub-processes and functions to evaluate CRIS/CABS documentation along with additional relevant information identified during the test.

Objective: Documentation	
Test Technique: Document Review and Observation	
Sub-Process	**Function**
Billing Invoicing Documentation	All BellSouth invoicing standards and procedures documentation. Document change management.
	Resale Handbook (Billing Sections). Document content management.
	CLEC Training Guide (Billing Sections). Documentation distribution.
	Invoicing Online Help. Document content.
	Carrier Notification on BellSouth Website.

Figure VI-IX: CRIS/CABS Invoicing Document EvaluationReview Test Scope

7.6.5 Test Activities

1. Obtain relevant documentation needed to carry out business processes related to billing/invoicing.

2. Conduct documentation evaluation using documentation evaluation checklist.

3. Conduct interviews with BellSouth documentation specialists.

4. Conduct interviews with CLEC documentation users.

5. Log incidents noted during testing.

63. Deliver results summary and formatted data to KPMG.Compile results.

7. ~~Report any *Severity 1, 2, and 3* test~~Resolve ~~exceptions.~~Flag any exceptions or mismatched responses and determine next steps in execution resolution process.

7.6.6 Exit Criteria

- ~~Checklists must be completed~~Global Exit Criteria satisfied.

- Documentation checklists completed.

- Interview summaries completed.

- Exception report(s) completed.

- Summary evaluation report completed.

- Exit review completed.

~~Summary evaluation report must be prepared and delivered to KPMG.~~

8.7.0 BLG-78: ODUF/ADUF Documentation Evaluation

8.7.1 Description

The ODUF/ADUF Documentation Evaluation is an analysis of the BellSouth documentation used by CLECs to interact with BellSouth's usage reporting systems when conducting billing activities. This ~~high level~~ evaluation is intended to review the availability, accuracy and completeness of BellSouth's documentation using a variety of operational analysis techniques. Since there is no direct system interaction with BellSouth's systems in this process, this documentation evaluation will be concerned with analyzing the accuracy of documentation pertaining to connectivity to gather usage records; delivery of usage records; and the overall format and contents of the daily usage files delivered.

8.7.2 Objective

The objective of ODUF/ADUF Documentation Evaluation is to assess whether the documentation provided by BellSouth adequately assists CLECs in understanding how to implement and use all of the ODUF/ADUF functions available to them. ~~should analyze all aspects of the ability of a CLECs to interact with BellSouth's billing function based on review of the available usage reporting process. This evaluation will assess the overall accuracy and availability of documentation from BellSouth.~~

8.7.3 Entrance Criteria

- Global Entrance Criteria must be satisfied.

- Detailed billing guidelines must have been received from BellSouth.

- Teams staffed, scheduled, and trained.

  Test execution team must be identified, trained, and scheduled.

- Billing scenarios in BLG-1 and BLG-2 must be completed.

- Documentation evaluation checklists completed.

- Interview guide/questionnaire(s) completed.

- Interviewees identified and scheduled.

- Exception reports due to documentation from BLG-1 and BLG-2 received.

- BellSouth and CLEC documentation order specialist and user contact information obtained.

- Process for logging incidents identified and accepted.

- Interdependent test cycles scheduled

- Test Plan and evaluation criteria must be defined and approved.

8.7.4 Test Cycle Scope

The test scope will address the following sub-processes and functions to evaluate ODUF/ADUF documentation along with relevant information identified during the test.

Objective: Documentation Test Technique: Document Review	
Sub-Process	**Function**
Billing Usage Reporting Documentation	Document change management. All BellSouth usage reporting standards and procedures documentation.

| Objective: Documentation | |
| Test Technique: Document Review | |
Sub-Process	**Function**
	Document content management.Resale Handbook (Billing Sections).
	Documentation distribution.CLEC Training Guide (Billing Sections).
	Document content.Daily Usage File Online Help.
	Carrier Notification on BellSouth Website.

Figure VI-X: ODUF/ADUF Usage Document Evaluation

8.7.5 Test Activities

1. Obtain relevant documentation needed to carry out business processes related to Billing/Usage reporting.

2. Conduct documentation evaluation using documentation evaluation checklist.

3. Conduct interviews with BellSouth documentation specialists.

1.3.4. Assess the accuracy of results summaryConduct interviews with CLEC documentation users.

4. Log incidents noted during testing.

5. Compile results.

6. Flag any exceptions or mismatched responses and determine next steps in the execution and resolution process.

4.5 Report and *Severity 1, 2, and 3* test exceptions.

8.7.6 Exit Criteria

- Global Exit Criteria satisfied.

- Documentation checklists completed.

- Interview summaries completed.

- Exception report(s) completed.

- Summary evaluation report completed.

~~Results must be reported~~

- Exit review completed.

~~Checklists must be completed.~~

~~Summary evaluation report must be delivered to KPMG.~~